

PART 8 - Miscellaneous Services
SECTION 3 - Emergency/Group Alerting Services

2nd Revised Sheet No. 59
Cancels
1st Revised Sheet No. 58

WIRELESS 911 SERVICE

(N)

A. DESCRIPTION

Wireless 911 Service under this tariff will be provided only to Enhanced 911 or Sophisticated 911 service customers who have made valid request(s) in writing 150 days prior to the desired service date for both Phase I or Phase II service to wireless carrier(s) pursuant to FCC rules (47 C.F.R. §20.18), and who have notified the Company of such request(s) or for whom SBC is already providing these services.

Wireless 911 (W911) Service is a service offering which routes wireless calls to specific Public Safety Answering Points (PSAPs) and provides a Mobile Directory Number (MDN) for callback information and the appropriate caller location information to support the Federal Communication Commission's (FCC) Phase I and Phase II requirements established in Docket Number 94-102.

This service will support the following wireless E 9-1-1 design solutions:

- Call path Associated Signaling (CAS)^{/1/2/}
- Non-Call Path Associated Signaling (NCAS)
- Hybrid^{/2/}

The W 911 customer may be a municipality or other state or local government unit, or an authorized agent of one or more municipalities or other state or local government units to whom authority has been lawfully delegated.

- /1/ The CAS solution does not support Phase II and customers that utilize CAS for Phase I will be required to migrate to NCAS or Hybrid solutions for Phase II implementation. Sophisticated (ISDN based) systems only support Hybrid or NCAS wireless services, and do not support CAS signaling to the PSAP.
- /2/ The customer provided interface with the selective router must meet the requirements of the National Emergency Number Association (NENA) specification 03-002: "NENA Recommendation for the Implementation of Enhanced MF Signaling, E9-1-1 Tandem to PSAP". This requirement does not apply to Sophisticated 911 (ISDN based) systems (W 911).

(N)

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EXHIBIT

E

WIRELESS 911 SERVICE (cont'd)

(T)

B. DEFINITIONS

911 Selective Router

A central office providing tandem switching capability for 9-1-1 calls. It controls switching of ANI information to the PSAP and also provides the Selective Routing function capability and certain maintenance functions for each PSAP.

911 Tandem to 9-1-1 Tandem Transfer

The ability to transfer a Wireless 9-1-1 call from a PSAP served by one SBC 9-1-1 tandem (a.k.a. Selective Router) to a PSAP served by a different SBC 9-1-1 Tandem when the two tandems are geographically adjacent and are served by the same SBC automatic location identification (ALI) host system.

(C)

(C)

Billing Unit

A billing unit represents each 1000 in population for the area being served by a W911 PSAP. The population for the W911 Customer will be divided by 1000 to determine the total number of billing units for the W911 customer.

(N)

(N)

Call Path Associated Signaling (CAS)

A wireless 9-1-1 solution set that utilizes the voice transmission path to also deliver the Mobile Directory Number and the caller's location to the PSAP.

Emergency Services Routing Digits (ESRD)

A 10-digit number that is used to identify the cell site/sector serving the caller. The selective router uses the ESRD to selectively route the call to the designated PSAP.

Emergency Services Routing Key (ESRK)

A 10-digit number that is normally used to identify an ongoing wireless 9-1-1 call and to correlate the associated data for that call with the call. The selective router uses the ESRK to selectively route the call to the designated PSAP.

(T)

Hybrid

A wireless 9-1-1 solution set that utilizes one transmission path to deliver the voice and Mobile Directory Number to the PSAP and a separate transmission path to deliver the caller's location information to the PSAP.

Mobile Directory Number (MDN)

A 10-digit telephone number that identifies the calling party and can be used as a call back number.

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WIRELESS 911 SERVICE (cont'd)

(T)

2. DEFINITIONS (cont'd)

Mobile Switching Center

A switch that provides wireless telephone service.

Non-Call Path Associated Signaling (NCAS)

A wireless 9-1-1 solution set that utilizes one transmission path to deliver the voice and a separate transmission to deliver the Mobile Directory Number and the caller's location to the PSAP.

Phase I Service

Wireless 911 service that provides the PSAP with the call-back telephone number of the wireless 911 caller and the location of the cell site or base station transmitting the call.

(N)

Phase II Service

Wireless 911 service that provides the PSAP with all Phase I information plus more precise caller longitude and latitude location information as required by FCC Docket Number 94-102 (Latitude and Longitude information may require a manual rebid from the PSAP to receive that information).

(N)

Pseudo-Automatic Number Identification (pANI)

A number, consisting of the same number of digits as ANI, but is used in place of an ANI to convey a special meaning. The specific meaning assigned to the pANI is determined by agreements, as necessary, between the telephone system originating the call, intermediate telephone systems handling and routing the call, and the destination telephone system. The pANI identifies the destination PSAP, or location of the base station or cell site through which a mobile call originates.

(T)

Wireless Carrier

A private entity that provides telephone service to residential or business end users served by the provider's wireless switch.

Wireless End User

An individual or organization authorized to use the telephone services provided by the wireless switch.

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WIRELESS 911 SERVICE (cont'd)

(T)

C. TERMS AND CONDITIONS

Requests for this service must identify service locations and arrangements.

Wireless 911 will be provided where facilities permit. If facilities are not available, the Company will negotiate a mutually agreeable service date with the Customer.

The minimum number of digits that the PSAP CPE must be capable of receiving is dependent on the wireless solution. A PSAP must be able to accept 8, 10, or 20 digits when the wireless solution is NCAS, Hybrid, or CAS, respectively. If a PSAP CPE does not meet these requirements, the Company will continue to selectively route wireless 911 calls to the designated PSAPs. However, the PSAP may not receive callback or location information for these calls.

Customer Obligations^{1/2/}

1. The 911 customer is responsible for ensuring that the wireless carrier creates, maintains, and forwards to the Company current PANI data according to the format and procedures specified by the Company. (T)
2. W 911 Service End User's information is confidential. The 911 customer agrees to use such information only for the purpose of responding to emergency calls.
3. The Wireless End User forfeits the privacy afforded by non-listed and non-published service to the extent that the telephone number, the address and name associated with the originating station location are furnished to the PSAP and to the LEC. The Wireless End User (published and non-published) consents to the storage and retention of Wireless End User's location and telephone number in the data base and also consents to access of this information by the PSAP for the sole purpose of responding to an emergency call. (T)
4. The W 911 customer has the responsibility for reporting all errors, defects and malfunctions that they are aware of to the Company in a timely manner provided the Company is the service provider. (T)

/1/ Customer obligations described are for situations where the E 911 customer is also the W 911 customer.

/2/ The Company will participate in all coordination efforts as appropriate.

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WIRELESS 911 SERVICE (cont'd)

(T)

C. TERMS AND CONDITIONS (cont'd)

Customer Obligations (cont'd)

5. Cancellation of the service in whole or in part by the W 911 customer prior to establishment thereof, will require payment of an amount equal to the cost of engineering, manufacturers' billings resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred by the Company up to the time of cancellation resulting from the W 911 customer's order for service.
6. The PSAP will be responsible for any local or long distance toll associated with the call-back of wireless callers or the transferring of calls to non-PSAP locations or for call transfers made through the Public Switched Telephone Network to other PSAP locations.
7. From the effective date of this tariff forward, the PSAP will order Enhanced Multi-Frequency (E-MF) trunks for additional Selective Router to PSAP trunks. The customer provided interface with the Selective Router must meet the requirements of the National Emergency Number Association (NENA) specification 03-002: "NENA Recommendation for the Implementation of Enhanced MF Signaling, 99-1-1 Tandem to PSAP". This requirement does not apply to Sophisticated 911 (ISDN based) 911 systems or to other tariffed selective router to PSAP circuits.
8. The Company will assign one wireless Emergency Service Number (ESN) per PSAP receiving primary routed wireless calls.
9. The Company will provide additional ALI circuits, Router to PSAP trunks dedicated to wireless service, and/or Power Failure/Make Busy circuits at the customer's request and will charge for the circuits per the rates established in existing applicable tariffs.
10. The Company will route wireless 9-1-1 calls based on the ESN associated with the pseudo Automatic number identification (pANI) that identifies the cell site/cell face or routing key. When call routing capability based on longitude and latitude becomes available, the Company will revise this tariff and identify the corresponding rates for such service.

(N)

(N)

/1/

/1/ Material now appears on Original Sheet No. 62.1 of this Section.

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Original Sheet No. 62.1

WIRELESS 911 SERVICE (cont'd)

C. TERMS AND CONDITIONS (cont'd)

Customer Obligations (cont'd)

11. The Company's entire liability to any person for interruption or failure of W 911 Service shall be limited by the terms set forth in this section and other sections of this tariff. The Company or its officers or employees, may not be held liable for any claim, damage, or loss arising from the provision of W 911 Service unless it is proven that the act or omission proximately causing the claim, damage, or loss constitutes gross negligence, recklessness, or intentional misconduct on the part of the Company. /1/
12. W 911 Service is provided solely for the benefit of the W 911 customer; the provision of such service shall not be interpreted, construed or regarded as being for the benefit of, or creating any Company obligation toward, or any right of action on behalf of, any third person or other legal entity.
13. To the extent allowed by law, the W 911 customer agrees to release, indemnify, defend and hold harmless the Company from any and all loss, claims, demands, suits or other action, or any liability whatsoever, to any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the W 911 customer or others.
14. The Company supported segment of the W 911 Service will be designed to provide at least the same level of service reliability and quality as local exchange telephone service in the exchanges where 911 systems are equipped with the features required to provide W 911 Service. /1/

/1/ Material formerly appeared on Original Sheet No. 62 of this Section.

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WIRELESS 911 SERVICE (cont'd)

(T)

C. TERMS AND CONDITIONS (cont'd)

Customer Obligations (cont'd)

15. To the extent allowed by law, the W 911 customer also agrees to release, indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 911 service features and the equipment associated therewith, or by any services furnished in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing W 911 service hereunder, and which arise out of the negligence of the Company or the negligence or other wrongful act of the W 911 customer, its user, agencies or municipalities or the employees or agents of any one of them. (T)
16. Adjustments for service interruptions experienced by the W 911 customer are governed by and limited by the General Rules and Regulations sections of this tariff. (T)
17. To the extent allowed by law, the W 911 Customer and the Wireless Carrier agree to indemnify, defend, and hold harmless the Company from any and all claims, costs, demands, liabilities, losses, actions, lawsuits, and expenses arising from W 911 Customer and/or Wireless Customer providing the Company with inaccurate, out of date or improperly formatted MDN or PANI data. (T)
18. To the extent allowed by law, the W 911 Customer and the Wireless Carrier agree to indemnify, defend, and hold harmless the Company from any and all claims, costs, demands, liabilities, losses, actions, lawsuits, and expenses arising from any and all equipment failure or defects or errors in transmission on the part of the W911 customer or the wireless carrier. (T)
19. The Customer acknowledges that W 911 service requires that the respective wireless carriers have the capability to forward the wireless subscribers call and associated call data to the Company for transport to the W 911 Customer. (T)
20. The Customer will provide the Company with the population total served by the respective agency/county/PSAP. A letter signed by the Customer, indicating the population served by the respective 9-1-1 entity, will be forwarded to the Company. (N)
(N)

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WIRELESS 911 SERVICE (cont'd)

(T)

D. PRICES

1. Service Elements

Description	Monthly Charge	Nonrecurring Service Charge	(T)
Wireless 911 (W 911) Service			(T)
W 911 Service with wireless switch features, ALI Server upgrades, Selective Routing (SR), SR and ALI Database upgrades, record entry, assignment of one wireless ESN per wireless PSAP, storage and processing of ANI/ALI, Tandem to Tandem Transfer and Trunks, and Telco Map Server functionality /1/2/3/4/5/			(T)
Phase I service per billing unit	\$4.80	\$38.96	(T)
Phase II service per billing unit	0.83	85.22	(N)

For Single Payment Option of Monthly Charges see Part 2 Section 3 of this Tariff.

(D)
(D)

- /1/ In applications utilizing a third party database provider, the Company will not assess the completeness of the received ALI record, but will simply deliver it to the PSAP. It will be the responsibility of the third party database provider to ensure that the ALI record provides both the W911 Phase 1 and 2 data as required by the FCC.
- /2/ Tandem to Tandem trunks will be state-averaged, flat rated (not mileage sensitive).
- /3/ Population data and billing unit calculations will be revisited before the fifth year anniversary of the effective date of this tariff.
- /4/ Billing units will be rounded to the next highest number to determine the number of billing units (i.e., .5 or higher equals 1.0). A minimum of one (1) billing unit will also apply to each rate element for each Wireless PSAP.
- /5/ Phase II rates are incremental and are paid in addition to Phase I rates when Phase II service is implemented. If only Phase I service is purchased, then only the Phase I rates apply. If Phase II service is purchased both the Phase I nonrecurring and monthly recurring charge and the incremental Phase II nonrecurring and monthly recurring charge will be assessed. If Phase II service is purchased by a PSAP that has the above Phase I service, the incremental Phase II nonrecurring charge will apply and the PSAP would be billed both the Phase I and Phase II monthly recurring charge per billing unit.

(N)

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ILLINOIS BELL
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Tariff

ILL. C.C. NO. 20
PART 8 SECTION 3

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